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|  | <p style="text-align: center;">AMENDMENT 1 to Solicitation Number: RFP YH07-0057 Request for Proposal for IT System Planning, Design, and Application Development Project Staffing Services and Expert Consultants Amendment Date: March 23, 2007</p> | <p>Arizona Health Care Cost Containment System (AHCCCS) 701 East Jefferson, MD 5700 Phoenix, Arizona 85034</p> <p>Phil Baldwin, Sr. Contracts Specialist E-mail: Philip.baldwin@azahcccs.gov</p> |
|--|--|---|

A signed copy of this amendment must be returned with the proposal and received by AHCCCS on or prior to the Solicitation due date and time.

This solicitation is amended as described in Attachment A:

Some notable points covered in Attachment A

CHANGE “Proposal Due Date” from April 2, 2007 to **April 9, 2007.**

CHANGE Question Due Date from March 22, 2007 to March 26, 2007

Some language changes and definitions have been added

This RFP is now divided into two sections. Section 1 includes phases 1 and 2 of the project and Section 2 includes phases 3 through 10. Proposers may choose to respond to either or both sections. Section 1 is the current project design and development and Section II availability of consultants and staffing for future development of the project.

Attachment A and B have been replaced.

| | | |
|---|------|--|
| Offeror hereby acknowledges receipt and understanding of this Solicitation Amendment. | | This Solicitation Amendment is hereby executed this 24 th day of October 2006, in Phoenix, Arizona. |
| | | Signed Copy in Contracts File |
| Signature | Date | |
| | | |
| Typed Name and Title | | Michael Veit |
| | | Contracts and Purchasing Administrator |
| Name of Company | | |

Solicitation Number: RFP YH07-0057
Amendment Number One
Attachment A

1. **CHANGE** “Proposal Due Date” from April 2, 2007 to **April 9, 2007.**

2. **CHANGE** Question Due Date from March 22, 2007 to March 26, 2007

3. Reference “Scope of Work, 2.1.2, **Purpose/Scope of Services, Paragraph 4**
Change:

Task orders will be created ~~for~~ **as needed during** each phase of the project. The contractor will quote the number of support hours and staff that will be assigned to support each task order. AHCCCS will approve the task order and cost quote with detailed staffing hours and cost per hour, equipment fees and charges, training, and facility fees. Travel, unless included in the per hour cost, can only be reimbursed at the State rate for employees. A Change Task Order process will be followed if it is necessary to change the scope, timeline, or budget for a task order. The contractor may subcontract for staffing, software, or equipment but the contractor will be responsible for all staffing services and support resources provided under this contract. AHCCCS reserves the right to contract or employ other project staff or arrange for other project resources outside of those provided by the contractor.

4. Reference “Scope of Work,” beginning on page 7, 2.1.3 Goals and Objectives 4
ADD 2.1.4 Proposals.

This RFP is divided into two sections. Section 1 includes phases 1 and 2 of the project and Section 2 includes phases 3 through 10. Proposers may choose to respond to either or both sections.

5. Reference “Scope of Work,” beginning on page 16, **2.3 CONTRACT PHASES AND SCHEDULE**., paragraph 3.

CHANGE:

For the purpose of defining the contractor staffing responsibilities and requirements, AHCCCS has defined the following phases **and sections** for the modification, implementation, and post implementation support of the EHR/HIE AZ 211 and AHCCCS claims system integration project:

Section 1 current project design and development

- ☐ Phase I – Project Initiation and proof of concept, high level requirements
- ☐ Phase II – Detail Project Requirements Definition. Data Architecture Design and Process Mapping

Section II availability of consultants and staffing for future development of the project

- ☐ Phase III – Detail design, Development, and Modification
- ☐ Phase IV – Testing
- ☐ Phase V – Training and Documentation
- ☐ Phase VI – Setup, EHR System and Web Portal Configuration, Data Repository Configuration and Data Conversion
- ☐ Phase VII – Implementation Pilot and Phased Role Out

Amendment Number One

- Phase VIII – Post-Implementation Support

Note that many of these phases may overlap.

The detailed schedule and project plan will be finalized with the AHCCCS project team and the contractor as part of the first task order. Task orders will be issued at during each phase to clearly define the needs and expectations of AHCCCS. Actual payment for the task order is limited to actual hours worked by personnel assigned to complete the task order. To the extent that there are any delays, the contract schedule may be adjusted accordingly and a Change Task Order process will be used to authorize additional contract staff hours and cost. AHCCCS' EHR/HIE is scheduled for pilot implementation by October 2008. However, AHCCCS desires to implement the EHR/HIE as soon as feasible. AHCCCS expects the EHR/HIE will be developed with a combination of public domain software applications and third party applications. Which will be managed and provide by AHCCCS through a web portal access gateway.

6. Reference "Scope of Work," beginning on page 17, paragraph 1

CHANGE:

to the project scope, timeline, budget or project goals. Even when a task order response is accepted AHCCCS will only pay for staff or consultant hours worked on the project or assigned task. Travel and transportation cost will be paid at AHCCCS governmental rates only. Contractor is to provide the work space , equipment, etc. for contracted staff.

~~At each phase~~ The AHCCCS EHR/HIE project director will provide an approved tasks order(s) as needed to the contractor with staffing and other resources required for each of the additional phases of the project. These task orders will become part of the overall contract for services. Change Task Order Control Procedures. AHCCCS and the contractor will agree to a process for dealing with changes to task orders both during the period prior to implementation and for the post implementation period.

SECTION I CURRENT PROJECT DESIGN AND DEVELOPMENT**2.3.1 Phase I – Project Initiation, Proof of Concept and High Level Requirements**

~~A task order will be provided to the contractor for staff necessary to support~~ Phase I of the project. Phase I will include project kick off, initiating the project, supporting and staffing advisory committee meetings, developing proof of concepts, detailed project plan, budget and timeline.

This phase will also include setting up project libraries, defining the communication mechanisms, identifying the key contacts, defining roles and responsibilities, and so on.

The following are examples of the types of contractor staff, consultant assignments and resource requirements:

Examples of Contractor Staff and Consultant Assignments and Resource Responsibilities:

Solicitation Number: RFP YH07-0057
Amendment Number One

1. Identify core contractor project staff to be assigned the project, and orient them to AHCCCS and the EHR/HIE project
2. Assist with project “kick off” event with stakeholder, AHCCCS staff, and advisors.
3. Assist project team with setting up project management mechanisms including regular status meeting and reporting, issue identification and tracking, and corrective action process
4. Identify and procure project equipment, space and software.
5. Assist with support of steering committee, advisory committees and newsletters.
6. Assist with the development of proof of concepts and initial system design requirements for EHR/HIE
7. Meet with stakeholder to gather requirements and document provider practice processes.
8. Design initial data requirements and data flows.
9. Provide workflow analysis tools
10. Assist with development of project justification documents

The contractor may be asked to provide a project management and tracking software and document library system for the project that all project staff will be trained on. Project team will develop a means for regular reporting of issues and open items and showing the current status, person responsible, priority, date opened, projected completion date, description of the issue/open item, comments on the current status and next steps, and description of the resolution.

The task order type response for Section 1 (Phases I and II) are Responded to on Attachment A

**SECTION II AVAILABILITY OF CONSULTANTS AND STAFFING FOR FUTURE
DEVELOPMENT OF THE PROJECT**

2.3.3. through 2.3.10

Amendment Number One

1. “Special Instructions to Offerors,” beginning on page 32, paragraph 2, Schedule of Events

CHANGE:

The following are key dates applicable to this Solicitation:

| Activity | Due Date |
|------------------------------|---------------|
| Solicitation Issuance | 03/09/2007 |
| Bidder’s Conference | 03/22/2007 |
| Questions from Offerors | 03/23-26/2007 |
| Written Answers to Questions | 03/27-30/2007 |
| Proposals Due | 04/02/2007 |
| Contract Begin Date | 05/04/2007 |

2. “Special Instructions to Offerors,” beginning on page 33, paragraph 3.4 Binding, Number of Copies

CHANGE:**Number of Copies (Electronic and Hardcopy)**

| Required Proposal Part | Number of Hard Copies |
|---|--|
| Part 1—Proposal Narrative | Original, plus six (6) Four (4) copies and four (4) disks |
| Part 2—Staffing and Resource Proposal | Original, plus six (6) copies Four (4) copies and four (4) disks |
| Part 3—Hourly Fee Schedule, Fees and Charges Proposal | Original, plus six (6) copies, Four (4) copies and four (4) disks |

3.. “Special Instructions to Offerors,” beginning on page 34, **5.1 Transmittal Letter**

The Transmittal Letter shall be in the form of a standard business letter on the letterhead of the proposing company and shall be signed by an individual authorized to legally bind the Offeror. The letter should identify all material and enclosures being submitted in response to the Solicitation. At a minimum, the transmittal letter shall include:

- ☐ A statement indicating that the Offeror is a corporation or other legal entity
- ☐ A statement confirming that the Offeror is registered to do business in Arizona
- ☐ A statement identifying the Offeror's Federal tax identification number
- ☐ A statement that no attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal
- ☐ A statement that no cost or pricing information has been included in this letter or any other part of the technical proposal
- ☐ A statement that the Offeror has read, understands, and agrees to all provisions of this Solicitation without reservation
- ☐ Certification that the Offeror’s offer will be firm and binding for One Hundred Eighty (180) days from the proposal due date

Amendment Number One

- ❑ If the proposal deviates from the detailed specifications and requirements of the Solicitation, the transmittal letter must identify and explain these deviations. AHCCCS reserves the right to reject any proposal containing such deviations or to require modifications before acceptance.
- ❑ Include information on any sub-contracts you are partnering with-include a letter for each sub-contractor on the subcontractors letterhead agreeing to the partnership.

5.2 Project Narrative

This part shall contain the signed original of all documents requiring signature of the bidder other than the Transmittal Letter. Use of reproductions of signed originals is authorized in the second copy. All certifications required by the solicitation shall be completed and include in this part.

~~The offeror shall complete Attachment A and submit it and any attachments needed under the Project Narrative tab.~~

5.2.1 Introduction

Describe your company its mission where the company headquarters are address, key contacts, and general description of experience with Health Systems and Electronic Health Record IT project management, planning and design, application development and implementation.

5.2.2 Executive Summary

The Executive Summary shall condense and highlight the contents of the Staffing and Resource Proposal in such a way as to provide a broad understanding of the Offeror's entire proposal. The Executive Summary shall include a summary of the staffing and resource capability, key expertise your company can provide and advantages of the contractor's expertise and knowledge about the EHR/HIE development and project management experience. This section should also provide an overview of the Offeror's qualifications and experience, and the expertise and project experience of the staff that would be available for the project, project management approach and support software, application development software and systems and local facilities and resources that the contractor can make available.

Three pages or less

5.2.3 Understanding of the Project

Describe your understanding of the staffing and resource needs of the EHR/HIE project and your company's ability to provide necessary staffing and resources throughout the duration of the project.

Five pages or less

5.2.4 Approach to Staffing and Resource Management

Describe your approach to staffing, providing resources for this project and working alongside of the AHCCCS EHR/HIE project staff. Describe how you acquire or procure necessary staff

Amendment Number One

and resources in addition to those currently available for assignment. Describe how you will help avoid wasting staff resources with downtime and lost productivity because of poor task and assignment scheduling. Describe how you will assure you are able to meet each task order staffing and resource requirements for the project. Describe software and other resources you can make available for this project.

5 pages or less

Pricing:

Pricing is included in Responds to on Attachment A and Attachment B

Special Instructions to Offerors

5.3 Staffing Requirements with Hourly Fee Schedule, and Resource Cost Proposal

Change

The offeror shall complete the task order type response for Section 1 (Phases I and II) in Attachment A to propose for the current project design and development and fill out the tables in Attachment B to propose for availability of consultants and staffing for future development of the project.

Submit under the Staffing, Cost, and Resource tab

“Special Terms and Conditions,” beginning on page 57 ,paragraph 32 Warranty of Services

DELETE: Warranty of Services:

~~The Contractor warrants that all services provided under this contract will conform to the requirements stated herein. AHCCCS' acceptance of services provided by the~~

~~Contractor shall not relieve the Contractor from its obligations under this warranty. In addition to its other remedies, the Contracting Officer may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all of the provisions of this contract in the manner and to the same extent as the services originally furnished.~~

Change Subsequent numbers.

ATTACHMENT A:

DELETE: ATTACHMENT A ORGANIZATIONAL BACKGROUND

REPLACE WITH

ATTACHMENT A SECTION 1 CURRENT PROJECT DESIGN AND DEVELOPMENT

Amendment Number One

For Phase I and Phase II, the respondent whose plan is accepted will be expected to have personnel available to start work on May 7 2007, provided the contract has been executed by April 23, in accordance with the plan the respondent has submitted.

Proposal for completion of Phases I and II includes

- project plan
- tasks to be completed,
- roles assigned to each task,
- estimated hours needed for each task, and hourly rate
- deliverable for each task.
- total cost and expected completion date assuming a May 7, 2007 start date.
- Proposers may submit two alternate proposals for this projects one looking to cost efficiency and another to time efficiency.

Provide a description of personnel to be assigned for Phases I and II that will be available for this project with resumes and description of previous projects and area of expertise of staff. In this section provide who the company would assign as the project leader as the primary contact and manager of staff assignments, resources and project support, including contact numbers.

AHCCCS reserves the right to approve staff assigned to the project and if AHCCCS has personnel for roles specified in the plan, AHCCCS may at its discretion may substitute for contractors staff, its personnel.

ATTACHMENT B:**STAFFING REQUIREMENTS FEES and RESOURCE CHARGES****PERSONNEL**

Below in table B-1 is a list of some examples of the projected staffing for the project. This list of staffing and consultant expertise represents staffing resource that may be necessary for the project. The proposer is expected to provide or arrange for these resources to be available at an hourly rate based on the type of expertise. The proposer is requested to identify each resource based on one of the eight salary classification ranges, the staffing lease fee and staff acquisition charge. The project team director may also negotiate a flat fee for a "single use" consultant supplied the contactor at the request of AHCCCS. The proposer will use the classification types and hours fee ranges when submitting staffing plans and in response to task orders for each phase of the project. The specific salary fee paid that is within the classification range identified for the position will be determined at the time the task order is finalized.

The proposer shall provide qualified staff for the Project, if any of the staffing resources are not available through the proposer because the proposer does not currently have available nor is the proposer being willing to recruit, please note by putting on the Classification Schedule "Not Available" for that staff resource. By checking on the list that you have available or that you are willing to recruit a personnel classification, you will be expected to be willing and able to provide that classification of personnel given proper notice.

The definitions for the headings on Table B-1 are as follows:

Solicitation Number: RFP YH07-0057
Amendment Number One

Personnel Classification means the title AHCCCS has connected to a specific job description.

Classification Fee Schedule means the range of rate of reimbursement, as defined in Table B-2.

Job Description means the type of services AHCCCS has connected to a specific personnel classification

Currently Available means the type or personnel classifications that you routinely provide.

Must Recruit means the type of personnel classifications that you do not routinely provide, but are willing to recruit or to provide through another agency.

Table B-1 Personnel

| Personnel Classification | Classification Fee Schedule | Job Description | Currently Available | Must Recruit |
|-------------------------------|-----------------------------|--|---------------------|--------------|
| Project Lead | | Example: Project Lead is the primary contact for the contractor and the assignment of staffing and procurement of necessary resources for this project. | | |
| Sr. Business Analyst | | This position is responsible for documentation and mapping of business processes, documentation and validation of business requirements, system specification, test plans and documentation of project deliverables. | | |
| Sr. Healthcare System Analyst | | Works with the Senior Business Analyst to develop detailed user requirements, system specifications and application design and testing. With emphasis on the healthcare system subject matter expertise. | | |
| Bioinformatics Specialist | | Provides requirements and development support for EHR bio/medical data analysis and trending tools. | | |
| IT Systems Analyst | | Performs analysis of IT systems, EHR applications and data requirements, and provides specifications and IT system designs required to support the HIE Utility. | | |
| Project Manager | | Certified by the Project Management Institute responsible for managing the project over the planning and development lifecycle. | | |
| Database Architect Engineer | | Chief database designer and developer and is responsible for creating the EHR data warehouse relational data structures. | | |
| Database Administrator | | Responsible for the planning, maintenance and development of the EHR databases. | | |
| Data Systems Analyst | | Performs analysis of EHR applications and data requirements, and provides specifications and data systems designs required to support the HIE Utility. | | |
| Software Engineer | | Working with the Sr. Software Engineer, researches, designs, tests, implements and maintains software systems to meet HIE Utility | | |

Solicitation Number: RFP YH07-0057
Amendment Number One

| Personnel Classification | Classification Fee Schedule | Job Description | Currently Available | Must Recruit |
|---|-----------------------------|---|---------------------|--------------|
| | | requirements. Uses a variety of computer programming languages and applications. | | |
| Sr. Software Engineer | | Leads the research, design, test, implementation and maintenance of software systems to meet HIE Utility requirements. Uses a variety of computer programming languages and applications. | | |
| Application programmer | | Performs research, design, testing, implementation and maintenance of software application to meet HIE Utility requirements. Requires knowledge and experience with client server and relational database based applications. | | |
| Data System Programmer Analyst | | Works with Data Systems Analyst on requirements and design of the HIE Utility data systems, implements design and performs programming. | | |
| IT Systems Engineer | | Works with IT Systems Analyst on requirements and design of the HIE Utility IT systems, performs implementation. | | |
| Training and Instructional Design Specialist | | Design, develop, implement, and evaluate classroom-based, online, and distance education courses and materials in support of the HIE Utility project and system rollout activities. | | |
| Web designer and application developer | | Plan and design website features, links, web site look and applications for the web | | |
| Clinical Information Systems Specialist | | Using clinical end-user's needs for the HIE Utility, develops functional system specifications, and clinical system interfaces/integration requirements. | | |
| Data Security Program Analyst | | Performs analysis of data security requirements for the HIE Utility, provides specifications and IT system and database security designs to support the HIE Utility project. | | |
| Clinical Information Specialist RN Consultant | | Represents clinical end-users in the development of user requirements for the HIE Utility. | | |
| Behavioral Health Systems Consultant | | Represents behavioral health systems requirements in the development of requirements and specifications for the HIE Utility. | | |

Solicitation Number: RFP YH07-0057
Amendment Number One

| Personnel Classification | Classification Fee Schedule | Job Description | Currently Available | Must Recruit |
|-----------------------------------|-----------------------------|---|---------------------|--------------|
| Provider Relations Specialist | | Coordinates provider input and requirements documentation, develops provider training plans, and evaluates and resolves provider participation and adoption issues. | | |
| Long Term Care Systems Consultant | | Represents long term care systems requirements in the development of requirements and specifications for the HIE Utility. | | |

RATE TABLE

The rate table below is for response to the Classification Fee Schedule column of Table B-1, Personnel. Only the correct Roman Numeral is required to be used.

Staff and Consultant Classification means the classification for a specific pay range.

Hourly Fee Schedule Range means pay range for a specific classification of personnel.

Staff Lease Fees mean the percentage of the hourly rate collected by the proposer.

Acquisition Charge means the fee required by the proposer to place a consultant in a permanent position at AHCCCS prior to said consultant's first six months working with AHCCCS.

Table B-2 Rate Table

| Staff and Consultant Classifications | Hourly Fee Schedule Range | Staff Lease Fees (As a percent of hourly fees paid) | Acquisition Charge (One time charge for to cover recruitment and HR cost) |
|--------------------------------------|---------------------------|--|--|
| Classification I | \$ 20 - \$40 | | |
| Classification II | \$ 41 - \$60 | | |
| Classification III | \$ 61 - \$80 | | |
| Classification IV | \$ 81 - \$100 | | |
| Classification V | \$101 - \$120 | | |
| Classification VI | \$121 - \$150 | | |
| Classification VII | \$151 - \$180 | | |
| Classification VIII | \$181 - \$250 | | |

B-3 Other Resources required or offered to the Project

AHCCCS will not, in most cases, house the temporary staff and consultants. In table B-3. Some examples of other resources that might be required include software, hardware, equipment that is available through the proposer for this project, and, if needed, office space, conference room, training rooms and, the proposer should list these items and quote a use fee, rental or lease cost.

Amendment Number One

Expand the table to suit your proposal, but be certain to respond to all information requested.

Table B-3

| Item | Description | Fees and Charges |
|------|-------------|------------------|
| | | |
| | | |
| | | |
| | | |

Attachment D

| | | |
|---|---|----------------------|
| 3 | Project Narrative including Attachment A | ¶ 5.2 p.35 and p. 62 |
| 4 | Staffing Requirements with Hourly Fee Schedule, and Resource Cost Proposal including Attachment A and B | ¶ 5.3 p.36 and p. 64 |
| 5 | Financial Information | ¶ 5.4 p.36 |
| 6 | Organizational Information | ¶ 5.5 p.36 |
| 7 | Qualifications and Experience | ¶ 5.6 p.37 |
| 8 | Any solicitation amendments | AHCCCS web site |
| 9 | Offeror's checklist | This Page |